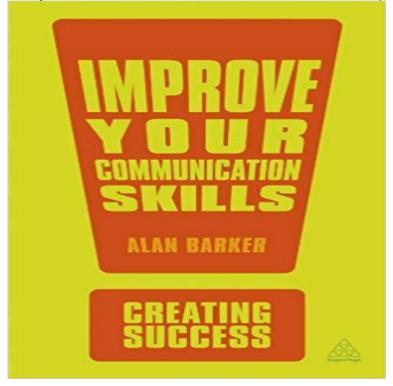
Improve Your Communication Skills (Creating Success)



Excellent communication skills are vital in todays workplace. Whether keeping the interest of a large audience, impressing a potential employer or simply winning the argument at an important meeting, sounding the part is key. This 3rd edition of Improve Your Communication Skills is full of practical advice on all aspects of verbal and non verbal communication. It gives vital tips on improving conversations and building rapport with colleagues, learning the skills of persuasion, and writing effective emails, letters and reports. This edition is updated to include new information on communication online, as well asinterpersonal and behavioral skills associated with effective communication.

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